

Happy Holidays from the State Travel Office



Meet our travel agents: (top row, left to right) Colleen Clark, Tami Nelson, Mary Marsden; (bottom row, left to right) Angie Mackelprang, Lynette Saccomanno, Dot Gortcinsky.

Get to Know Our Travel Agents

The agents in the State Travel Office would like to wish everyone a safe and happy holiday season. We thought you might enjoy learning a little about the agents you work with when you call our office. They were all kind enough to give us a glimpse into their lives and their personalities.

Colleen Clark

Colleen is the Martha Stewart of our office. She can do everything—from decorating an elaborate wedding cake to creating a simple flower arrangement. As you might expect, she is the party planner of the group and a great organizer.

Although she is the devoted grandmother of seven, Colleen says, “Never again!” when she talks about the time she and her husband drove three of their grandchildren to Disneyland. She says as they were pulling out of the driveway to begin the trip she and her husband looked at each other as if to say, “What are we doing?” The trip went downhill from there.



Article continues on page 2

Colleen came to us from Thiokol, where she booked travel for the U.S. space program. Her favorite travel experience was when she was invited to participate in a VIP trip to watch a space launch. Although the spectators sat in bleachers a few miles from the launch pad, it was a spectacular sight and an experience she will never forget.

Tami Nelson

Tami has worked in the State Travel Office since it opened in 1992. One of her best qualities is her ability to tune out the noise and activity in the office and to concentrate on the person she's working with on the telephone. This attribute may be one of the residual effects of being the proud mother of two very active boys, ages 3 and 4.

Tami had quite an experience this year when she and her husband took their sons on their first airplane trip. The problem was that one of the boys didn't want to sit still during takeoff. Instead, he wanted to be a social butterfly and meet everyone on the plane!

Here is a real insight to Tami and her relationship with her sons: When we asked her what her hobbies are her answer was, "My children." When we asked what she likes to do in her spare time her answer was, "Spend time with my children." When we asked her what she enjoys most her answer was, "My children." We'd say these are two very lucky little boys!



Dot Gortcinsky

Dot is the person in our office who is always willing to pitch in and do whatever she can to help. She sees a need and gets busy without even being asked!

Dot was Thiokol's top travel agent for eight years in a row and is the travel guide for all of her family's trips—but she can't find her own way home! Dot had never taken the bus before she came to the State Travel Office, but Colleen took Dot under her wing and the two of them rode the bus together every day.

However, one day Colleen did not come to work and Dot was on her own. At the end of the day Dot left our office and headed to the bus stop to start her trek home. She got on the bus waiting out front (without looking at the bus number), and because she had been fighting a headache all day long she immediately fell asleep.

When Dot woke up, she was very surprised to look out the bus window and see the Bountiful Temple. She thought she was on the express bus to Ogden! When the last person got off of the bus, Dot explained her situation to the bus driver. Unfortunately, his bus was due back at the garage, and the last bus to Ogden had already left. All the driver could do was drop her off at K-Mart. Luckily, Dot's nephew was able to drive to Bountiful from North Ogden to pick her up, and she finally got home around 7:30 p.m. Would you believe that after this incident Dot quit riding the bus? She's now the happy member of a car pool!



[Article continues on page 3](#)

Angie Mackelprang

Angie is our bubbly, outgoing agent who can charm the world. “Customer Service” is Angie’s middle name, as our travelers and travel planners will surely attest. Angie previously worked for Delta Airlines, which provided her the opportunity to travel frequently and to play golf on many different courses. Her favorite trip was a cruise to the western Caribbean, and her favorite furry feline friends are her cats, Turbo and Jet.

Every May Angie goes on retreat to a spa in Palm Springs to pamper herself for an entire week. She relaxes, enjoys the massages, exercises, and tolerates the 1100 calorie a day diet. When she returns, she says she feels rejuvenated and is always in a better mindset to face the year ahead. That sounds like a week we could all enjoy!



Lynette Saccomanno

Lynette is definitely the *Detail Queen* of our office—much to the benefit of our travelers. She explains all of the rules and options for each type of fare to be sure the travelers make the best choices for them. She really knows her stuff!

Lynette, whose two sons are 8 and 23, started her career with Eastern Airlines. In those days airline employees did a little of everything, so Lynette became a jack-of-all-trades. She worked as everything from baggage handler to gate agent. When Eastern no longer operated, she went to work for Continental Airlines. While working at the two airlines, she was able to travel all over the world. We should all feel very fortunate to be the beneficiaries of Lynette’s expertise!



Detail Queen

Mary Marsden

Mary is the master of so much information that the State Travel Office would like to be able to sponsor her to compete on “Who Wants to be a Millionaire.” Mary has the memory of an elephant!

Speaking of elephants, Mary saw real live elephants when she went to Kenya with her family on a photo safari. They stayed in tents and on homestead farms. When the neighbors in the next tent decided to bathe in the river one night, they weren’t too concerned when they saw a hippopotamus in the water. They thought it would be fun to take pictures of each other standing next to him. The hippo cooperated just fine when the woman posed next to him for a photo, but apparently he didn’t care much for the man. For some reason, the hippo decided to take a big bite out of the man’s derriere. Try explaining that to a tour guide! Although that incident ended the neighbors’ tour, Mary and her family continued on the trip and share many great memories of their experiences. ➔

